

Infant Toddler Program Case Closure Policy

The Infant Toddler Program (ITP) Case Closure Policy provides the framework for closing a child's case when a family does not respond to contact attempts from ITP. This policy is followed for new referrals and for children enrolled in early intervention services. The purpose of this policy is to:

- Ensure cases are appropriately closed within a reasonable timeframe.
- Give families adequate time to respond to attempts to contact.
- Keep data up-to-date in ITP KIDS by providing the most current data needed for reporting.
- Provide accurate caseload counts for caseload management.

New Referral

There must be at least three documented attempts to make contact with the family. All attempts to contact the family must be documented in a CSR. The last attempt must be in writing using ITP's PWN form.

- The initial contact must be made no later than five business days from the referral date.
- There must be at least three business days between any of the attempts to contact the family.
- The case closure date identified in the PWN due to no contact from the family must be within 45 calendar days from the referral date.
- The child's case must be closed, including all final documentation and closing the case in ITP KIDS, no later than 30 calendar days from the case closure date identified in the PWN.
- If the family contacts ITP at any point during the case closure process, but does not follow through after making that contact, begin the closure process again. Use the last date of contact with the family to begin the timeframe for closure.

Enrolled

There must be at least three documented attempts to make contact with the family. All attempts to contact the family must be documented in a CSR. The last attempt must be in writing using ITP's PWN form.

- There must be at least three business days between any of the attempts to contact the family.
- The child's case must be closed, including all final documentation and closing the case in ITP KIDS no later than 30 calendar days from the case closure date identified in the PWN.
- The case closure date identified in the PWN due to no contact from the family must provide the family at least 14 calendar days to respond before closing the case.
- If the family contacts ITP at any point during the case closure process, but does not follow through after making that contact, begin the closure process again. Use the last date of contact with the family to begin the timeframe for closure.